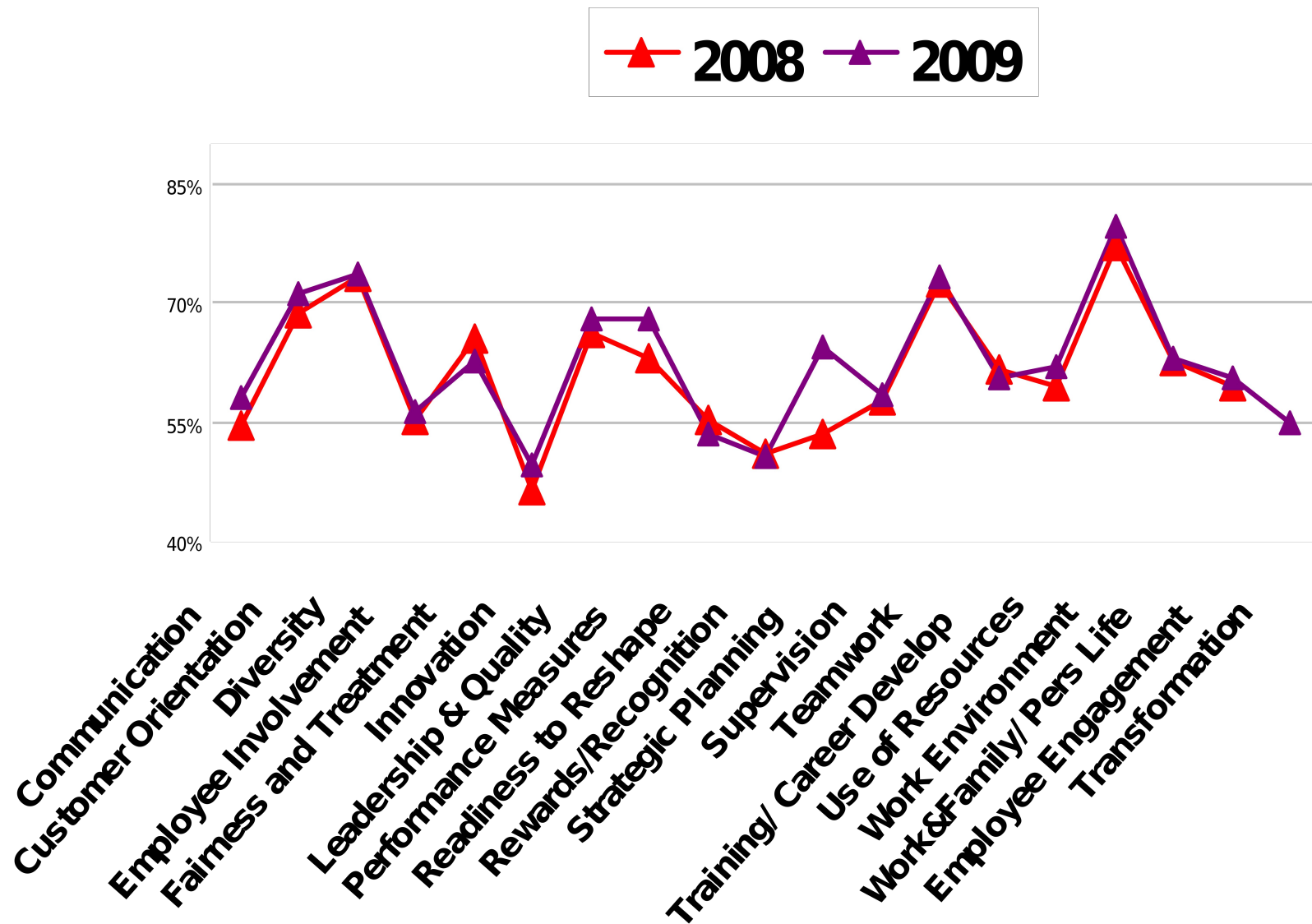




OAS Update

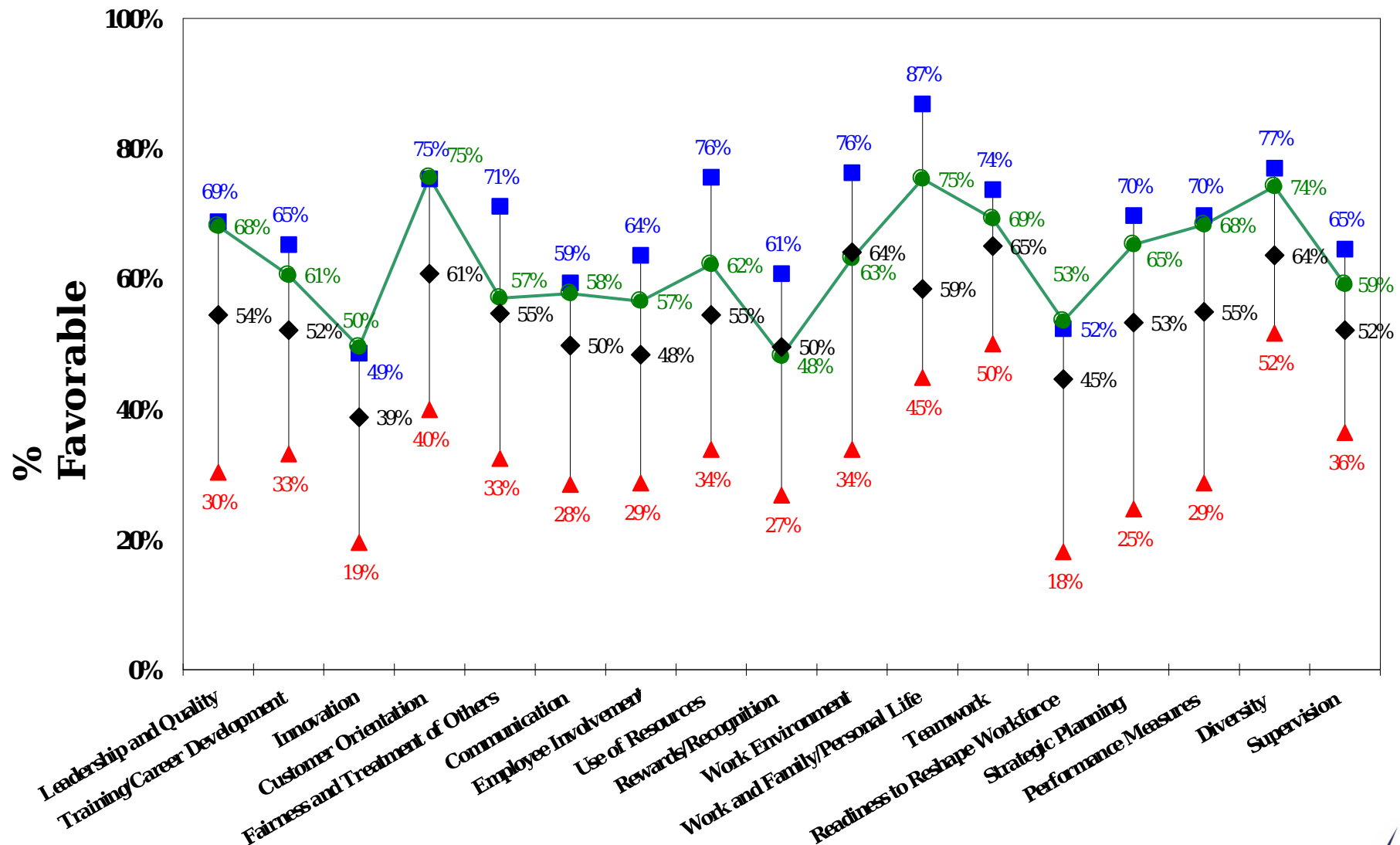
Ron Cox
Chief of Staff, SBM

Agency Overall Favorability Ratings (10319)



Performance America Benchmarks for DFAS

▲ Low benchmark ■ High Benchmark ● DFAS 2009 ◆ Median



Key Messages from the Supervisor's Forum

- Looking at Agency results are good, but the most powerful value is working OAS results at the supervisor/employee level.
- All supervisors need to take ownership of their team results and use focus groups to identify the root causes of the employee concerns.
- It's often not a major overhaul that's needed - sometimes the simple things make all the difference.
- It's not enough just to hold the focus groups! Give feedback to our employees on actions being taken to address the focus group results.

Organizational Trust

- **Our newest dimension, measured for the first time on the 2009 OAS**
- **Supports the Speed of Trust emphasis being championed by our PDD**
- **2009 OAS results**
 - ✓ Competence – 47%
 - ✓ Concern for Employees – 48%
 - ✓ Identification – 49% (connection to organization/values similar)
 - ✓ Openness/Honesty – 43%
 - ✓ Reliability – 53%
- **Now gives us a baseline to measure improvement in coming OAS surveys**

Next Steps

- **Supervisors establish focus groups**
- **Hold and complete focus groups by November 13**
- **Focus groups brief results with actionable recommendations to you by November 23**
- **Supervisors build action plan and milestones for recommendations that will be implemented - brief employees on plan by December 18**
- **Execute the action plan by January 2, 2010**